



## **INTERNAL COMPLAINT REGULATIONS**

As Komplayt Kikkerkroost, we do everything we can to offer good quality childcare on a daily basis. However, sometimes something can go wrong. We think it is important that you can contact us if you are dissatisfied. That is why we have drawn up this internal complaints procedure.

In the complaints procedure we describe our working method when dealing with and registering complaints from parents. The scheme meets the requirements of the [Wet kinderopvang, artikelen 1.57b en 1.57c](#)

### **Before submitting an internal complaint**

If you as a parent are dissatisfied with something, we would like you to discuss this as soon as possible with the person who is or was involved. This can be, for example, a pedagogical employee or manager if it concerns a situation in the group. Or an administrative employee, possibly from the head office, when it comes to your agreement. Can't you find a solution together or are you not satisfied with the solution? Then you can submit an internal complaint to us.

You can also submit an internal complaint directly. For example, because you think it is important that your complaint is carefully assessed and registered. You will then receive a written response from us. We include all complaints that come to us in writing anonymously in our annual complaints report. We bring the complaints report to the attention of parents and discuss it with our parents' committee. We also send it to the supervisor of the GGD. We are obliged to do this according to the Childcare Act.

In this complaints procedure you can read more about how you can submit an internal complaint to us, how we will handle it and where you can go for external handling of your complaint.

### **What can you submit an internal complaint about?**

You can submit a complaint to Komplayt Kikkerkroost about:

- behavior of the holder, of an employee, or of someone who works on behalf of the holder, towards parent or child;
- a working method or rule within the childcare organisation;
- the agreement between the holder and the parent(s).

If your complaint concerns a suspicion of child abuse or transgressive behaviour, we will first use the Child Abuse Reporting Code for childcare. It is possible that the necessary steps from the reporting code have been completed and you still have a complaint about behaviour,

working methods and/or the agreement. In that case, you can still submit an internal complaint via this complaints procedure.

### **Waar en wanneer kunt u extern uw klacht indienen?**

Bent u niet tevreden over de behandeling van uw klacht volgens onze interne klachtenregeling en/of over het resultaat na afloop? Dan kunt u ook extern uw klacht indienen. Neem hiervoor contact op met het [Klachtenloket Kinderopvang](#). Het Klachtenloket is beschikbaar voor gratis informatie, advies en bemiddeling.

U kunt ook naar de [Geschillencommissie Kinderopvang](#) stappen. Alle kinderopvangorganisaties zijn wettelijk verplicht zich bij de Geschillencommissie aan te sluiten, Komplayt Kikkerkroost dus ook. Wanneer u bij de Geschillencommissie een geschil indient, doet zij een bindende uitspraak voor beide partijen.

In de volgende situaties kunt u direct uw klacht indienen bij de Geschillencommissie, zonder eerst de interne klachtenprocedure van Komplayt Kikkerkroost te hebben doorlopen:

- Als u niet tijdig (binnen 6 weken) een beoordeling van uw klacht van Komplayt Kikkerkroost heeft ontvangen.
- Wanneer in redelijkheid niet van u kan worden verlangd dat u onder de gegeven omstandigheden een klacht bij Komplayt Kikkerkroost indient. U kunt dan denken aan een situatie waarbij de persoon die uw klacht moet beoordelen zelf onderdeel is van uw klacht. Hierdoor kan de interne klachtafhandeling niet onafhankelijk plaatsvinden.

Ook wanneer u direct naar de Geschillencommissie gaat, adviseren wij om vooraf contact op te nemen met het Klachtenloket Kinderopvang om te kijken welke route in uw situatie het best gevolgd kan worden.

## **Complaint's procedure Komplayt Kikkerkroost**

### **1. Definitions**

Organization:	Komplayt Kikkerkroost
Complaint:	formal, written expression of dissatisfaction that has not been or cannot be resolved through informal consultation.
Parent:	the relative by blood or marriage in the ascending line or the foster parent of a child who uses or has used childcare at Komplayt Kikkerkroost.

Parent committee:	The committee, as meant in <a href="#">artikel 1.58</a> of the Wet kinderopvang.
Holder:	the person to whom the company, as referred to in the <a href="#">Handelsregisterwet 2007</a> , and who operates a childcare center or a childminder agency with that company.
Complainant:	the parent or parent committee that submits a complaint.
Colleague:	the holder (a natural person), persons who work for the holder, or persons who work through the intervention of the holder (e.g. temporary workers, the sports teacher, etc.).
Complaints Officer:	the employee to whom the complaints are received, who monitors the procedure and who handles the complaints on behalf of the holder.
Supervisor:	the person in charge of the location where the child is placed and/or the person about whom the complaint is made.
Childcare Complaints Desk:	part of the Childcare Disputes Committee where parents, parent committees and childcare organizations can go for information, advice and mediation.
Disputes Committee:	a dispute handling committee recognized by the Ministry of Security and Justice. The rulings are binding.
Written:	a letter sent by post or electronically such as an e-mail or digitally completed form on a website.
Agreement:	The contract and the associated (additional) general terms and conditions.

## 2. Filing an internal complaint

### 2.1 You can submit a complaint to us about:

- behavior of the holder, of an employee, or of someone who works on behalf of the holder, towards parent or child;
- a working method or rule within the childcare organisation;
- the agreement between the holder and the parent(s).

- 2.2 We ask that you submit your complaint to us in writing. Do you find it difficult to write down your complaint? Please telephone Mrs. A.M. Ruijters, who can be reached on 020 369 4336. She can help you put your complaint on paper. This is necessary to formally handle your complaint. This allows us to properly register the complaints received, look for solutions and improve our quality.
- 2.3 Do not wait too long with submitting your complaint. We ask you to submit it to us within a reasonable period of time after your complaint has arisen. The sooner you submit your complaint to us, the better we can investigate and assess it. We see two months as reasonable in this regard. Unless you can explain to us why you are doing this later.
- 2.4 Your complaint must contain the following information:
- Date you file the complaint
  - Your name, address and telephone number
  - The name of the employee, if your complaint concerns the behavior of this employee
  - The childcare location and possibly also the group to which your complaint relates
  - A description of the complaint
- 2.5 You can submit your complaint to the complaints officer, Mrs. A.M. ruijters. She can be reached by email: [feedback@komplayt.nl](mailto:feedback@komplayt.nl)

### **3. Handling the internal complaint**

- 3.1 The complaints officer, Mrs. A.M. Ruijters, confirms receipt of the complaint to the complainant in writing. He/she also takes care of the substantive handling and registration of the complaint.
- 3.2 Komplayt Kikkerkroost ensures that the complaint is always carefully investigated. The way in which this is done depends on the nature and content of the complaint. Steps that can be taken include, for example, the hearing of those involved (the hearing of both sides). Or mapping out the applicable policy and the implementation of that policy in practice in relation to the complaint.
- 3.3 Komplayt Kikkerkroost will keep the complainant informed of the progress of the handling of the complaint.
- 3.4 If the complaint concerns an employee's conduct, this employee will be given the opportunity to respond verbally or in writing.

- 3.5 The complaints officer, Mrs. A.M. Ruijters, monitors the way in which the complaint is handled and the time it takes. She ensures that the complaint is handled as quickly as possible. If there are circumstances that prevent this, the complaints officer will inform the complainant as soon as possible. The complaint will in any case be dealt with within a period of six weeks.
- 3.6 The complainant will receive a written and motivated opinion about the complaint from Komplayt Kikkerkroost. It shall at least describe the following:
- Whether the complaint is well-founded, unfounded or partly well-founded;
  - The reasons why Komplayt Kikkerkroost has come to this conclusion;
  - If the complaint and the judgment give rise to this: what measures Komplayt Kikkerkroost will take and within what period these will be implemented.
- 3.7 If you are not satisfied with the judgment and/or the handling of the internal complaint, you can submit your complaint to the Kinderopvang Klachtenloket Kinderopvang. You can also submit a dispute directly to the Childcare Disputes Committee.

#### **4. External complaint handling**

- 4.1 If your complaint is not assessed or settled to your satisfaction after handling according to our internal complaints procedure, you can submit a dispute to the Childcare Disputes Committee. In the following two situations, you can also submit your complaint directly to the Disputes Committee, without first going through Komplayt Kikkerkroost's internal complaints procedure:
- If you have not received an assessment of your complaint from Komplayt Kikkerkroost in time (within 6 weeks).
  - When you cannot reasonably be expected to submit a complaint to Komplayt Kikkerkroost under the given circumstances. This is the case, for example, when our internal complaint handling cannot take place independently.

Before you go to the Disputes Committee, you can always contact the Childcare Complaints Desk for free information, advice and mediation.

- 4.2 You must submit your complaint to the Disputes Committee within 12 months after you have submitted the complaint to Komplayt Kikkerkroost.
- 4.3 The Disputes Committee makes a binding decision that you and Komplayt Kikkerkroost must adhere to. The Disputes Committee also checks this.

## 5. Complaint Report

5.1 Komplayt Kikkerkroost makes a complaint report for each calendar year in the first 5 months of the following calendar year. This report describes at least the following matters:

- A brief description of the complaints procedure;
- The way in which the complaints procedure has been brought to the attention of parents;
- The number and nature of the complaints handled per location;
- The tenor of the judgments and the nature of the measures taken per location;
- The number and nature of the disputes handled by the Childcare Disputes Committee.

5.2 In the report, the judgments about the complaints cannot be traced back to complainants, parents, employees or other persons, except when it concerns the holder (a natural person) himself. The address of the holder is not included in the report.

5.3 Komplayt Kikkerkroost sends the complaint report to the supervisor of the GGD. This takes place before 1 June of the calendar year following the calendar year to which the report relates.

5.4 Komplayt Kikkerkroost also brings the complaint report to the attention of the parents at the same time and in an appropriate manner. In addition, the holder discusses the report with the parents' committee.

5.5 If no complaints have been submitted in a calendar year, Komplayt Kikkerkroost will not draw up a report.